


Idaho Department of Correction  	<b>Standard Operating Procedure</b>  <b>Dual Divisions</b>  <b>Institutional Programs and Activities</b>	<b>Control Number:</b> 606.02.01.001	<b>Version:</b> 2.2	<b>Page Number:</b> 1 of 16
		<b>Title:</b> Volunteer Services in Correctional Facilities		<b>Adopted:</b> 2-7-1997  <b>Reviewed:</b> 5-2-2008  <b>Next Review:</b> 5-2-2010

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## BOARD OF CORRECTION IDAPA RULE NUMBER 606

[Volunteer Services](#)

## POLICY STATEMENT NUMBER 606

[Volunteer Service Programs and Volunteers](#)

## POLICY DOCUMENT NUMBER 606

[Volunteer Service Programs and Volunteers](#)

## DEFINITIONS

[Standardized Definitions List](#)

**Division Volunteer Services Coordinator:** A division-level staff member the chief of the Division of Prisons or Community Corrections appoints to oversee volunteer services in their respective divisions.

**Mentor:** A volunteer who provides offenders direct individual teaching and guidance.

**Therapeutic Community (TC) Alumni:** Individuals who successfully completed a TC program, excelled in TC aftercare and in the community, and will talk about the challenges they faced while on parole and their keys to success.

**Volunteer:** An approved person who volunteers or donates time or services to the Board or a Department operation or facility.

**Volunteer Services Coordinator:** A facility staff member designated by the facility head to coordinate volunteers.

**Volunteer Services Manager:** A facility staff member designated by the facility head to manage the volunteer service program.

## PURPOSE

The purpose of this standard operating procedure (SOP) is to provide guidance regarding the use of volunteers in correctional facilities and to establish procedures to select, recruit, approve, train, and manage volunteers and the services they provide.

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## SCOPE

This SOP applies to all volunteer services in the Division of Prisons and Division of Community Corrections correctional facilities.

## RESPONSIBILITY

Facility heads are responsible for implementing this SOP and for ensuring staff members and volunteers follow the procedures, guidelines, and instructions contained herein. Facility heads will designate staff members to serve as the volunteer services coordinator and volunteer services manager at their respective facilities.

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## **General Requirements**

### **1. Volunteer Program Development**

Facility heads are responsible to determine the number and type of volunteers needed at their facilities. Volunteers may provide faith-based or religious activities, secular activities, or other services that support IDOC staff duties. Volunteer services are limited by the number of volunteers facility staff can manage and other limited resources. Because of these limitations all services cannot be provided to every offender.

The following issues must be considered when developing the facility's volunteer program:

- Custody level of the facility
- Ethnic and cultural composition of the offender population
- Support service opportunities
- Recommendations from the volunteer services manager and volunteer services coordinator
- Staff availability to train and supervise volunteers and volunteer activities
- Support needed for faith-based activities
- Support needed for approved self-help programs

### **2. Volunteer Services and Categories**

Volunteers deliver a variety of services including but not limited to the following:

- Self-help programs
- Faith-based activities

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- Religious activities
- Vocation and education activities
- IDOC support activities

### 3. Faith-based Activities

Faith-based and religious activities will be developed in accordance with SOP [403.02.01.001](#), *Religious Activities*.

### 4. Prohibited Activities

Volunteers are prohibited from certain activities to include the following:

- Exchanging any item or service with an offender or an offender's family
- Passing messages for offenders
- Engaging in a romantic or sexual relationship with an offender or member of the offender's family
- Proselytizing

#### ***Correspondence and Telephone Communications***

In normal situations mentors and offenders do not have contact through the mail or telephone. Since the mentor will usually see the offender frequently, correspondence and telephone contact are unnecessary. However, there could be occasions when the IDOC would approve limited correspondence or telephone contact. For example, an offender in administrative segregation who is approved to have a mentor may have to communicate with the mentor through correspondence, **or** an offender housed in Boise who is going to parole to Idaho Falls may have to communicate with a mentor in Idaho Falls before release.

The volunteer services coordinator must approve correspondence and telephone contact and may set limits on the frequency and length of letters or telephone calls allowed. Such communication is not confidential and will be monitored. Any inappropriate communication may end the privilege.

**Note:** Appendix B, *Volunteer Agreement*, contains a list of rules and guidelines for volunteers.

### 5. Attire and Appearance

To ensure safety in the facility, the following guidelines for clothing and appearance must be adhered to:

- No provocative or revealing clothing.
- No shorts or short skirts.
- No tank tops, halter-tops, or see-through fabrics.
- No shirts or blouses with an open midriff.
- No clothing that depicts gang affiliation, racial slurs, profane, or obscene subject matter.

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- Wear proper under garments.
- Shoes are mandatory.
- Avoid dressing in clothing that matches offenders' state-issued clothing.
- Demonstrate good hygiene.

## 6. Volunteer Type

Volunteers fall in to one (1) of the following categories:

### ***Limited-Service Volunteer***

- Donates time or services to the Board or IDOC on a limited basis such as annually or a single special event

### ***Level-1 Mentor***

- Requires constant staff or regular volunteer/mentor escort and observation while at a correctional facility

### ***Level-1 Volunteer***

- Requires constant staff or regular volunteer/mentor escort and observation while at a correctional facility

### ***Regular Volunteer***

- Does not require escort and constant supervision while at a correctional facility

### ***CWC Volunteer***

- Approved to escort offenders housed at a Community Work Center (CWC) to outside activities in accordance with SOP [605.02.01.001](#), *Furlough Program*

### ***Mentor***

- Does not require escort and constant supervision while at a correctional facility

### ***Therapeutic Community (TC) Alumni***

- Requires staff escort and constant staff supervision while at a correctional facility. TC Alumni may be limited-service volunteers, in which case the individual will be issued a generic visitor card.

**Note:** For more information regarding volunteer levels, see [section 10](#). For information regarding identification (ID) card colors, see SOP [510.02.01.001](#), *Facility Access*.

## 7. Recruiting Volunteers

Facility management teams will establish partnerships with community agencies and volunteer organizations to recruit volunteers representing ethnic, cultural, gender, and economic demographics that reflect the offender population of the facility. To meet the changing needs of the offender population, the management team will seek new partnerships when needed.

Facility head may approve a guided tour of their facilities so prospective volunteers can make informed decisions regarding their volunteer service.

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## 8. Limited-service Volunteers

Certain situations require one-time or limited-service volunteers. Examples include, but are not limited to, a one-time guest speaker at an annual event such as a religious holiday, or visiting with a member of the clergy in times of crisis. Volunteers who are one-time or annual visitors to a facility do not need to complete training; however, they must be escorted at all times by a regular volunteer or staff member.

A criminal background check is required and the facility head or deputy warden (second in command) must approve limited-service volunteers. Limited-service volunteers will not be issued IDOC ID cards. They will be issued a visitor card (see [section 11](#)). Limited-service volunteers will not be entered into the Corrections Integrated System (CIS).

## 9. Processes for Approval and Training of Volunteers and Issuing ID Cards

Once a volunteer is approved, he will be granted access to other IDOC correctional facilities (see [section 13](#)) providing the facility has a position for the volunteer.

### ***Inclusion and Exclusion Criteria***

- Must be at least 18 years of age.
- Must be a US citizen or have legal authorization to be in the country.
- Cannot have any adult felony convictions or adult felony incarcerations in the past three (3) years. The facility head may grant exceptions for good cause to the three (3) year limit.
- Cannot have any outstanding warrants or pending criminal charges.
- Cannot be an IDOC employee, unless IDOC Human Resource Services approves the employee's volunteer status. Former employees (those not terminated for cause), retired employees, and contractors may serve as volunteers with the facility head's approval. The training requirements for former employees can be waived at the discretion of the facility head.
- Cannot be an approved visitor, unless the offender is a member of the volunteer's family. The facility head must approve a volunteer that also visits a family member. (**Note:** The facility head can make an exception to this criterion on an individual basis.)
- 12-step, Narcotics Anonymous (NA), Alcoholics Anonymous (AA) and other self-help group volunteers must affirm that they have continuous sobriety under nonresidential, independent living conditions for the past two (2) years. These volunteers must be actively involved in 12-step, NA, AA, or similar self-help group in the community.

### ***Additional Mentor Qualification Criteria***

- Must have the sponsorship of an IDOC-recognized community organization.

### ***Process Steps***

Interested individuals will use the following process steps to become an approved volunteer.

Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Applicant	1	Complete Appendix A, <i>Volunteer Application</i> , and submit it to the volunteer services coordinator.

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Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
<b>Volunteer Services Coordinator</b>	<b>2</b>	Forward the application to an Idaho Law Enforcement Telecommunications System (ILETS) operator for a criminal background check.
<b>ILETS Operator</b>	<b>3</b>	Conduct a criminal background check in accordance with standard operating procedure (SOP) <a href="#">510.02.01.001</a> , <i>Facility Access</i> , and complete the record check column of the application.
ILETS Operator	<b>4</b>	Return the application to the volunteer services coordinator.
<b>Volunteer Services Coordinator</b>	<b>5</b>	Review the application with the volunteer services manager and if necessary, conduct an interview. If applicable, refer to the appropriate work area supervisor for further screening.
Volunteer Services Coordinator	<b>6</b>	<p><b>When the application is acceptable, enter the Corrections Integrated System (CIS) and search for the volunteer by name, SSN, Identification (ID) No., and date of birth.</b></p> <ul style="list-style-type: none"> <li><b>If the volunteer is currently approved at another facility:</b> <ul style="list-style-type: none"> <li>♦ Choose the approved offender link</li> <li>♦ Add in the facility assigned offender number for your facility location (see Appendix G, <i>Facility Assigned Offender Numbers</i>), choose all applicable values on the page, and save.</li> <li>♦ See <a href="#">section 13</a>.</li> </ul> </li> <li><b>If the volunteer does not exist in CIS:</b> <ul style="list-style-type: none"> <li>♦ Choose the add visitor button and enter all application information into CIS. (Note: Do not enter an approved by or an approved date into the approved offender screen at this time.) (Note: All new volunteers [those who are not regular volunteers/mentors at another Idaho Department of Correction (IDOC) facility] begin as Level 1.)</li> </ul> </li> <li>Forward the application to the facility head.</li> </ul>
<b>Facility Head</b>	<b>7</b>	<ul style="list-style-type: none"> <li>Review the application and approve or deny it.</li> <li><b>Document any special conditions or restrictions in CIS under the visitor/offender conditions link.</b></li> <li>Return the application to the volunteer services coordinator.</li> </ul>

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Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Volunteer Services Coordinator	8	<ul style="list-style-type: none"> <li>Notify the volunteer of the decision.</li> <li><b>Ensure that the approval authority's decision is documented in CIS:</b> <ul style="list-style-type: none"> <li>♦ <b>Select the approved or denied option in CIS under the <i>comments</i> link</b></li> <li>♦ <b>Select the approved option under the approved offender link, enter approved by and approved date</b></li> <li>♦ <b>If needed add applicable comments.</b></li> </ul> </li> </ul> <p>(Note: If the application was denied, the process ends here.)</p>
Volunteer Services Coordinator	9	<p>Arrange to have the applicant fingerprinted, and then forward the applicant's fingerprints for a criminal background check.</p> <ul style="list-style-type: none"> <li><b>Note:</b> Volunteers at prison facilities will be fingerprinted. Volunteers at community work centers (CWCs) will not be finger printed.</li> <li><b>Note:</b> If new criminal information is discovered from the fingerprint criminal background check, notify the facility head immediately. The facility head will review the information and take appropriate action.</li> </ul>
Volunteer Services Coordinator	10	Schedule the volunteer for new volunteer training. The trainer must have a volunteer application, approved by the appropriate authority for each participant in the training. Participants without an approved application will not be allowed to attend the training.
<b>Volunteer</b>	11	Attend new volunteer training and obtain a copy of <a href="#">IDOC Volunteer Handbook</a> .
Volunteer	12	Read and sign Appendix B, <i>Volunteer Agreement</i> .
Volunteer	13	Complete training and give Appendix B to the training facilitator.
<b>Volunteer Services Coordinator (or designee)</b>	14	<b>When the new volunteer training is completed, document it in CIS under the <i>comments</i> link.</b>
Volunteer Services Coordinator (or designee)	16	Request or create an IDOC identification (ID) card.
<b>Identification (ID) Staff</b>	17	<ul style="list-style-type: none"> <li>Generate the volunteer ID card, forward it to the applicable control center, and notify the volunteer services coordinator that the ID card has been sent to central control.</li> <li>If the volunteer is approved for more than one (1) facility, generate an ID card for each facility in which the volunteer is approved.</li> </ul>
<b>Volunteer Services Coordinator</b>	18	Confirm that the applicable control center(s) has the volunteer's ID card.



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<b>Functional Roles and Responsibilities</b>	<b>Step</b>	<b>Tasks</b> <b>CIS steps are in bold</b>
Volunteer Services Coordinator	<b>19</b>	<ul style="list-style-type: none"> <li>Tell the volunteer that volunteer services can begin.</li> <li>Provide orientation to the worksite if needed.</li> </ul>
<b>Volunteer</b>	<b>20</b>	Provide volunteer services.

**For further assistance with CIS, see your designated CIS super user.**

## 10. Volunteer Levels and Security Requirements

All new volunteers and mentors will begin their volunteer service at level 1. TC alumni and level 1 volunteers and mentors must be escorted and under direct supervision of a staff member, chaplain, regular volunteer, or mentor. The facility head may approve exceptions for volunteers who have substantial previous correctional experience such as former IDOC employees and people who have provided volunteer services at correctional facilities in other jurisdictions.

Volunteers and mentors must provide a minimum of 24 hours of on-site volunteer service before they can be moved to regular volunteer or mentor status; however, volunteers may be required to provide more than the minimum service or may be required to remain at a level 1 status as a condition of approving them as volunteers. TC alumni cannot be made regular status and must always be under direct supervision and escort.

**Note:** The color of the identification (ID) cards will also serve as an indicator as to which volunteers/mentors must be escorted. See SOP [510.02.01.001](#), *Facility Access*, for more information.

### Process Steps

The following procedure explains the process for making a level 1 volunteer/mentor a regular volunteer/mentor:

<b>Functional Roles and Responsibilities</b>	<b>Step</b>	<b>Tasks</b> <b>CIS steps are in bold</b>
<b>Volunteer Services Coordinator</b>	<b>1</b>	Monitor the volunteer's progress and service hours. <ul style="list-style-type: none"> <li>When the volunteer has demonstrated an ability to work successfully in the prison environment and has served at least 24 hours of on-site volunteer, request that the deputy warden (or second in command) approve regular volunteer or mentor status, using Appendix D, <i>Request to Change a Level 1 Volunteer/Mentor to a Regular Volunteer/Mentor</i>.</li> </ul>
<b>Deputy Warden (or second in command)</b>	<b>2</b>	Approve or deny the request and notify the volunteer services coordinator of the decision. <ul style="list-style-type: none"> <li>If the individual volunteers at any other facility, contact the deputy warden (or second in command) at each facility in which the volunteer has access to determine if there are any objections to the volunteer moving to the next level at all affected facilities. The decision must be acceptable to all facilities involved.</li> </ul>

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Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
<b>Volunteer Services Coordinator</b>	<b>3</b>	Contact the volunteer services coordinators at any other facilities where the volunteer is approved and tell them about the status change.
<b>Volunteer Services Coordinator (all affected facilities)</b>	<b>4</b>	<ul style="list-style-type: none"> <li>• <b>If the status change is approved, enter a <i>clearance end date of the old approval for your location under the approved offender list and add a new designation for your location.</i></b></li> <li>• If the status change is denied, proceed to step 7.</li> </ul>
Volunteer Services Coordinator (all affected facilities)	<b>5</b>	Collect the volunteer's ID card from the control center or facility access point and print a new ID card.
Volunteer Services Coordinator (all affected facilities)	<b>6</b>	Forward the new ID card to the control center or facility access point.
Volunteer Services Coordinator (all affected facilities)	<b>7</b>	Notify the volunteer of the decision.

**For further assistance with CIS, see your designated CIS super user.**

**Note:** IDOC staff will check volunteers on and off site in the CIS in accordance with SOP [510.02.01.001](#), *Facility Access*.

## 11. Issuance of Identification (ID) Cards

Volunteer ID cards are produced using the IDOC ID system. The ID card will display the volunteer's legal first name, middle initial (if applicable), last name, and IDOC ID number. While at a facility, ID cards must be worn on a breakaway lanyard around the neck or on the front shirt pocket using a clip.

The ID card will be kept at the facility and issued to the volunteer in exchange for a driver's license, state ID card, or military ID card. ID cards will be maintained at each facility the volunteer is approved to access.

Limited-service volunteers will be issued a generic visitor ID in exchange for a driver's license, state ID card, or military ID card.

**Note:** For more information regarding identification (ID) card colors, see SOP [510.02.01.001](#), *Facility Access*.

## 12. New Volunteer Training and Facility-specific Orientation

### ***New Volunteer Training***

Volunteers must attend eight (8) hours of new volunteer training. The division volunteer services coordinator must approve the person providing the training. The training curriculum for new volunteer training and site-specific orientation are found in Appendix E, *New Volunteer Training Curriculum*. In addition, volunteers must attend facility-specific orientation before access to that facility is granted.

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### **Annual Training**

All volunteers must attend a total of at least eight (8) hours of training annually. Typically, in-service training should be delivered in 2-hour sessions each quarter. Each topic should be provided more than once to accommodate volunteers' schedules. When setting the schedule and location, convenience for volunteers will be considered. The division volunteer services coordinator must approve all in-service training schedules, locations, trainers, and curriculums.

## **13. Approval at Additional IDOC Correctional Facilities**

### **Process Steps**

Volunteers may be approved to access more than one (1) facility using the following process steps:

<b>Functional Roles and Responsibilities</b>	<b>Step</b>	<b>Tasks</b> <b>CIS steps are in bold</b>
<b>Volunteer</b>	<b>1</b>	Contact volunteer services coordinator at any additional facilities where the volunteer wants to provide service.
<b>Volunteer Services Coordinator</b>	<b>2</b>	<b>Check the Corrections Integrated System (CIS) to see if the volunteer is approved for Idaho Department of Correction (IDOC) volunteer service.</b> <ul style="list-style-type: none"> <li><b>Review comments.</b></li> </ul>
Volunteer Services Coordinator	<b>3</b>	<b>Document that the volunteer has been granted access to your facility at the same level as at the other facility in CIS:</b> <ul style="list-style-type: none"> <li><b>Select the facility assigned offender list, add the offender number for your facility location (see Appendix G, <i>Facility Assigned Offender Numbers</i>), choose all applicable values on the page, and save.</b></li> </ul> <b>(Note: If your facility does not have a position for the volunteer, discuss the situation with the volunteer services manager to determine if a position for the volunteer can be found. If the facility does not have a position for the volunteer, document the request and decision in CIS in the link labeled comments on the visitor information screen.)</b>
Volunteer Services Coordinator	<b>4</b>	Notify the volunteer of the decision. If no position exists, the process ends here.
Volunteer Services Coordinator	<b>5</b>	Schedule the volunteer for site-specific orientation.
Volunteer Services Coordinator	<b>6</b>	<b>When the site-specific orientation is completed, document it in CIS in the link labeled comments on the visitor information screen.</b>
Volunteer Services Coordinator	<b>7</b>	Request or create an IDOC Identification (ID) card.

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<b>Functional Roles and Responsibilities</b>	<b>Step</b>	<b>Tasks</b> <b>CIS steps are in bold</b>
<b>Identification (ID) Staff</b>	<b>8</b>	Generate a volunteer ID card, forward it to the appropriate control center or facility access point, and notify the volunteer services coordinator that the ID card has been delivered.
<b>Volunteer Services Coordinator</b>	<b>9</b>	Confirm that the control center or facility access point has the volunteer's ID card.
Volunteer Services Coordinator	<b>10</b>	Tell the volunteer that volunteer services can begin.
<b>Volunteer</b>	<b>11</b>	Provide volunteer services.

**For further assistance with CIS, see your designated CIS super user.**

#### **14. Volunteer Job Description**

The volunteer services coordinator will complete Appendix C, *Volunteer Job Description*, for each volunteer at the facility. The volunteer services coordinator will maintain the original document and provide a copy to the volunteer. If the volunteer serves at more than one (1) facility, each volunteer services coordinator will complete a job description. Maintain the original and give the volunteer a copy. If the duties and responsibilities of the volunteer change, the job description must be updated within three (3) business days.

The volunteer may only do those things specified in the volunteer's position description.

#### **15. Religious Volunteer Declaration of Affiliation**

Religious volunteers must disclose their affiliation with a faith, religion, tradition, self-help group, organization, etc., associated with the volunteer service they will provide.

Religious volunteers will deliver only those services that the facility Religious Oversight Committee has approved. (For further information see SOP [403.02.01.001](#), *Religious Activities*.)

#### **16. Yearly Records Review/Update**

Volunteer services coordinators will be responsible for yearly updates of volunteer files, including a criminal background check (Idaho Law Enforcement Telecommunications System [ILETS] check), emergency information, addresses, and telephone numbers. If any new arrest or charge is found, follow the procedural steps in [section 19](#).

#### **17. Tracking of Volunteers**

The volunteer services coordinator is responsible for maintaining information on each volunteer. This will include, but is not limited to, full name, address, social security number, date of birth, telephone number, ID card number, type of volunteer (level 1, regular, mentor etc.), dates of criminal background checks, and training. The volunteer services coordinator is responsible for maintaining a file on each active volunteer at his institution that includes the application, job description with photograph, and volunteer agreement.

Volunteers must comply with SOP [510.02.01.001](#), *Facility Access*, when entering and exiting a facility. A staff member will check volunteers in and out using CIS.

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The division volunteer services coordinator will provide statistics regarding the volunteer program to IDOC administration. At a minimum, the Division's administration will review the volunteer services program at each facility annually.

## 18. Completion of Volunteer Service

An individual's service with the IDOC or at an individual facility will end without prejudice for any of the following:

- When the volunteer has not provided services during the past six (6) months (this does not include limited service or one-time volunteers).
- When the volunteer requests it.
- When the assigned task has been completed or the position is no longer needed.

When one (1) or more of the criteria above are present the volunteer coordinator will do the following:

- **Review the volunteer's information in CIS.**
- **Document the reason for ending the volunteer service in CIS in the comment section under visiting/volunteers.**
- Obtain and destroy the volunteer's IDOC ID card issued for your facility.
- **If the volunteer's access was limited to that facility, select denied in the approval section of CIS under visitor/volunteer. (Note: Volunteer services may be completed at one [1] facility, but ongoing at others.)**

## 19. Termination of a Volunteer's Access to IDOC Facilities

A volunteer's services and access to IDOC facilities can be terminated at the discretion of the IDOC, including when it is suspected that a volunteer has done any of the following:

- Violated an IDOC rule or policy to include the guidelines in Appendix B, *Volunteer Agreement*.
- Been arrested or charged with a crime.
- Acted in a manner that endangers the safe and orderly operation of a facility.
- Acted in a manner that threatens the IDOC rehabilitative process.
- Ended association with an organization or religion that endorsed or sponsored the individual as a volunteer.

### Process Steps

If any of these criteria are present these steps will be followed:

Functional Roles and Responsibilities	Step	Tasks CIS steps are in bold
Idaho Department of Correction (IDOC) Staff Member (or contract provider)	1	Immediately notify the volunteer services manager, deputy warden (second in command), and facility head.

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<b>Functional Roles and Responsibilities</b>	<b>Step</b>	<b>Tasks</b> <b>CIS steps are in bold</b>
<b>Facility Head (or second in command)</b>	<b>2</b>	<ul style="list-style-type: none"> <li>Review the information and determine if the volunteer's services should be suspended pending a formal decision or if the volunteer can continue to provide services. (<b>Note:</b> If the volunteer will continue to provide services, additional training, counsel, or return to level-1 status may be required.)</li> <li><b>Notify the volunteer services coordinator and other affected staff. If the volunteer services are not suspended, document the decision in the Corrections Integrated System (CIS) in the link labeled comments on the visitor information screen. If the volunteer's services are suspended, proceed to the next step.</b></li> </ul>
Facility Head (or second in command)	<b>3</b>	<b>Select the approved offender list, select the edit/view icon beside your established offender #, set the radio button to denied and document the suspension in the comment section on the visitor information screen.</b>
Facility Head (or second in command)	<b>4</b>	If the volunteer had been granted access to other facilities, immediately notify the facility head (or second in command) of the affected facilities.
<b>Facility Head (or second in command at all affected facilities)</b>	<b>5</b>	Ensure that the volunteer's Idaho Department of Correction (IDOC) identification (ID) card is removed from the facility central control or access point.
<b>Facility Head (or second in command)</b>	<b>6</b>	If necessary, request additional information or investigation.
Facility Head (or second in command)	<b>7</b>	<ul style="list-style-type: none"> <li>Within 10 business days, review all information and determine if the volunteer's status can be reinstated or if services should be terminated.</li> <li>Update all affected facilities of decision.</li> <li><b>If services are reinstated, ensure that CIS is updated by</b> <ul style="list-style-type: none"> <li><b>♦ Selecting the approved offender list, select the edit/view icon beside your established offender #, set the radio button to approved and document the decision in the comment section on the visitor information screen</b></li> </ul> </li> <li>If the recommendation is to terminate the volunteer's access and services, forward the information to your division chief.</li> </ul>
<b>Division Chief (or designee)</b>	<b>8</b>	Within 10 business days, determine if the volunteer's services should be terminated and notify the affected facility head(s) of your decision.

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<b>Functional Roles and Responsibilities</b>	<b>Step</b>	<b>Tasks</b> <b>CIS steps are in bold</b>
<b>Facility Head (or second in command at all affected facilities)</b>	<b>9</b>	Within two (2) business days, <b>document the division chief's decision in CIS in the comment section on the visitor information screen and notify the volunteer.</b> (Note: All hardcopies of documentation will be filed in the volunteer's file.)

**For further assistance with CIS, see your designated CIS super user.**

**Note:** If a volunteer's access and services are terminated in one (1) facility, access is terminated in all facilities. However, if it is only terminated (ended) in one (1) facility for reasons other than cause, the application will remain in an active status for the remainder of the 1-year application term. The volunteer can reapply annually. The reapplication must be sent to the facility's division volunteer services coordinator who will consult with his division chief. If the division chief approves the volunteer for reapplication, the application will be forwarded to the originating facility. The originating facility will complete the application process in accordance with [section 9](#).

## **20. Retention of Volunteer Files**

After terminating a volunteer's service for reasons outlined in [section 19](#), the volunteer's file will be maintained for five (5) years and then destroyed.

Applications and other hard copy documents will be destroyed when a volunteer's service ends for any of the reasons outlined in [section 18](#).

## **21. Volunteer Recognition Events**

Annually, volunteer services managers will schedule a recognition event to honor the efforts and work of volunteers. The facility heads will provide their division chief (or designee) a recognition event agenda at least 14 days before the scheduled date of the recognition event.

## **REFERENCES**

Appendix A, Volunteer Application

Appendix B, Volunteer Agreement

Appendix C, Volunteer Job Description

Appendix D, Request to Change a Level 1 Volunteer/Mentor to a Regular Volunteer/Mentor

Appendix E, New Volunteer Training Curriculum

Appendix F, New Volunteer Training Evaluation

Appendix G, Facility Assigned Offender Numbers

Department Policy [403](#), Religious Practices

Department Policy [606](#), Volunteer Service Programs and Volunteers

Department [Volunteer Handbook](#)

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Standard Operating Procedure [122.02.01.001](#), Non-security Staff Appearance and Grooming Standards

Standard Operating Procedure [403.02.01.001](#), Religious Activities

– End of Document –

COPY



**IDAHO DEPARTMENT OF CORRECTION**

**Volunteer Application**

Facility: \_\_\_\_\_

Full Legal Name: \_\_\_\_\_ Date: \_\_\_\_\_

Driver's License Number: \_\_\_\_\_ State-issued: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Current Address: \_\_\_\_\_  
Street City State Zip Code

Telephone No.: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

Email Address: \_\_\_\_\_ Work: \_\_\_\_\_

Emergency Contact (name): \_\_\_\_\_ Telephone No.: \_\_\_\_\_

Have you ever been convicted of a felony? ☐ Yes ☐ No

If yes, when? \_\_\_\_\_ Where? \_\_\_\_\_

Are you presently on probation or parole? ☐ Yes ☐ No

If yes, where? \_\_\_\_\_

Are you on an offender's visiting list? ☐ Yes ☐ No

If yes, name and location of offender: \_\_\_\_\_

Relationship to offender: \_\_\_\_\_

Do you have a relative or friend incarcerated at any correction facility in Idaho? ☐ Yes ☐ No

If yes, give name(s) and facility (attach additional page if necessary): \_\_\_\_\_

Have you ever been a victim of an offender incarcerated at an IDOC facility? ☐ Yes ☐ No

Have you ever worked for the IDOC or volunteered at a correctional facility? ☐ Yes ☐ No

If yes, where and when? \_\_\_\_\_

Name of organization/affiliation: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip Code

Code

-----  
Criminal Background Check: ☐ Criminal record ☐ No criminal record

ILETS operator's name and associate #: \_\_\_\_\_ Date: \_\_\_\_\_

Recommended ☐ Yes ☐ No \_\_\_\_\_

Volunteer service coordinator's signature and associate #

Recommended ☐ Yes ☐ No \_\_\_\_\_

Deputy warden's signature

Date

Approved ☐ Yes ☐ No \_\_\_\_\_

Facility head's signature

Date

## IDAHO DEPARTMENT OF CORRECTION

### Volunteer Agreement

As a volunteer for the Idaho Department of Correction, I understand and agree to the following:

1. I understand the risks of volunteering in a correctional facility, including the risk of being taken hostage or being injured.
2. I will follow facility access procedures.
3. I will lock my car, and I will lock valuables, purses, etc., in the trunk.
4. I will only bring items to the facility that IDOC authorities have approved and are specifically needed for my volunteer duties.
5. I will not bring the following: chewing gum, pocketknives, weapons, ammunition, explosives, drugs, tobacco, cell phone, camera, tape recorder, video recorder, or unauthorized item into the facility. Any item the IDOC has not approved is contraband and is not allowed in an IDOC facility. (Note: if you must carry prescription medication, please notify the security staff at check-in.) If I have a question regarding items that can be brought in, I will check with the volunteer services coordinator or a correctional officer.
6. I will follow attire and appearance standards described in [section 5](#) of this SOP.
7. While at a facility, I will maintain control of my personal property.
8. I will take all items that I brought into the facility with me when I leave, unless IDOC officials have authorized me to leave them.
9. I will immediately report the loss of any item to an IDOC employee.
10. I will never exchange any item with an offender.
11. I understand the risks involved in taking my wallet, including money and charge cards, into the facility with me.
12. I will not become involved in any conflicts between offenders and/or staff.
13. I understand the risks of giving my mailing address, phone number, or other personal information to offenders and agree not to do so.
14. I will immediately notify the volunteer services coordinator of any changes to my contact information.
15. I will not have personal contact with any IDOC offender outside my duties as a volunteer to include sending or receiving correspondence or engaging in phone conversations, unless the facility head (or designee) has specifically approved telephone conversations or correspondence by mail. If an offender contacts me, I will immediately report it to the volunteer services coordinator.
16. I will not accept personal service from an offender or perform personal service for an offender, unless IDOC authorities approve it in advance. This includes making phone calls, mailing letters, delivering messages, or delivering packages to anyone in the community or in a correctional facility.
17. I will not make purchases for an offender, sell anything to an offender, enter into any business transaction with an offender or offender's family, accept any personal favor from an offender or offender's family, or do any personal favor for an offender or offender's family.
18. I will not exchange gifts with offenders.
19. I will keep my physical contact with offenders to a minimum, and I know that hugging is prohibited.
20. I will limit advice to topics pertaining to my volunteer job duties.
21. I will not give offenders medical or legal advice.

22. I will immediately report to IDOC staff any offender's request for drugs, alcohol, or medications.
23. I will not bring any drugs, alcohol, or medication to an offender.
24. I will be courteous, friendly, and professional.
25. I realize I may be denied access to any unit and may be subject to search of my person or vehicle for justifiable security purposes.
26. I will arrange my schedule at the facility in advance.
27. I will notify the facility of any change that will affect my delivery of volunteer service at scheduled times.
28. I will stay within the boundaries of my assigned area at the facility.
29. If I am with a group, I will stay with that group.
30. I will conduct my volunteer activities according to IDOC policies and procedures. If I am unclear about a specific policy and procedure, it is my responsibility to seek immediate clarification with the volunteer services coordinator.
31. I understand the importance of maintaining ethical and legal boundaries regarding offender contact while in a volunteer position with the Idaho Department of Correction. I understand that, if during my course of volunteer work I decide that I would like to pursue a personal relationship with an offender, I must immediately end my volunteer status and discuss my decision with IDOC authorities. I further understand that if I violate IDOC rules before I end my volunteer services, I will not receive visiting privileges with an offender.
32. I understand that the completion of volunteer training does not guarantee a volunteer position until my criminal background check is completed and I am approved by the IDOC.
33. I understand that failure to comply with the rules in this agreement may jeopardize my future as a volunteer.
34. I agree to treat as confidential the information that I learn while at the correctional facility.
35. I will not contact or discuss information regarding my volunteer experience with the media or in a public forum without prior written permission from an applicable IDOC authority.

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Print Name

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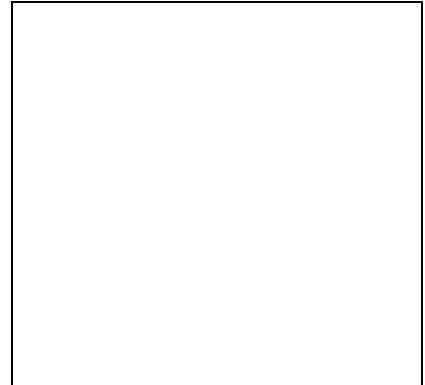
Date

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Signature

**IDAHO DEPARTMENT OF CORRECTION**

**Volunteer Job Description**



Photograph

Name: \_\_\_\_\_

Name of organization/affiliation: \_\_\_\_\_

Name of contact person: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

Volunteer job title: \_\_\_\_\_

Location: \_\_\_\_\_

Purpose of position: \_\_\_\_\_

Specific duties: \_\_\_\_\_

\_\_\_\_\_

Qualifications: \_\_\_\_\_

Benefits to the IDOC: \_\_\_\_\_

Training and experience: \_\_\_\_\_

Time commitment and hours: \_\_\_\_\_

Supervisor: \_\_\_\_\_

I \_\_\_\_\_ (Volunteer) agree to the duties listed above.

The Idaho Department of Correction agrees to provide relevant training and appropriate supervision.

Volunteer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

IDAHO DEPARTMENT OF CORRECTION

Request to Change a Level 1 Volunteer/Mentor to a Regular Volunteer/Mentor

Name: \_\_\_\_\_

Name of organization/affiliation: \_\_\_\_\_

Other IDOC facilities where the volunteer provides services: \_\_\_\_\_

Volunteer job title: \_\_\_\_\_

Other correctional departments where volunteer has provided services: \_\_\_\_\_

Specific duties: \_\_\_\_\_

Qualifications: \_\_\_\_\_

Training attended: \_\_\_\_\_

Number of training hours: \_\_\_\_\_

Number of service hours: \_\_\_\_\_

Criminal history: Criminal record: ☐ No criminal record: ☐

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Volunteer Coordinator Associate # Date

\*\*\*\*\*

Approval Section

☐ Approved ☐ Denied

\_\_\_\_\_  
Deputy warden's signature Associate # Date

**IDAHO DEPARTMENT OF CORRECTION**  
**New Volunteer Training Curriculum**

**Lesson Title:** New Volunteer Training

**Subject Area:** Division's Volunteer and Mentor Program

**Time Allotted for the Training:** 8 hours.

**Short Description of Lesson:** This training prepares individuals for service as a volunteer in Idaho's prison facilities.

***Performance Objectives:***

1. During the presentation, participants will discuss historical penological models, comparing the attributes of these models with their own beliefs and the penological practices used today.
2. Participants will describe the differences among the different types and levels of volunteers.
3. Given a case study, participants will analyze how an offender's thinking might drive his behavior.
4. Given a case study, participants will analyze how they might help the offender recognize and improve his mind set.
5. Given a case study, participants will evaluate their best method of response.
6. Given an example, participants will analyze an offender's behavior and judge whether the behavior is a manipulation, and formulate an appropriate response.
7. Using role plays, participants will demonstrate their responses to situations outlined in the above objectives.
8. Given an example, participants will analyze a hostage situation and formulate a best response for safety and survival to include an appraisal of their decisions.
9. Given a post test, participants must score 80% or better to pass the course.

**Classroom Layout:**

Classroom must be of sufficient size to comfortably accommodate the participants and allow for small group discussion and reporting. Instruction will be given to the whole group with periodic small group discussions and practice. Class size should be 8 to 25 participants.

**Materials, Resources and Technology:**

*Materials and resources needed for this lesson.*

1. Copies of the IDOC [Volunteer Handbook](#) for each participant.
2. Copies of SOP [606.02.01.001](#), *Volunteer Services in Correctional Facilities* for each participant.

*Technology resources needed for this lesson*

1. Computer
2. Projector
3. IDOC-approved PowerPoint presentation.

**Pre-requisite for attendance:**

Participants must be approved in accordance with SOP [606.02.01.001](#), *Volunteer Services in Correctional Facilities*

**Instructional Procedures**

**Welcome:**

Welcome the participants. Introduce yourself and cite your experience. Tell the group why this training is important to you. Have the participants introduce themselves and briefly state what they hope to learn or why they decided to become a volunteer.

Give the participants information regarding breaks, location of rest rooms, etc.

**Time: 15 to 20 minutes**

**Participator Set (Hook):**

Discuss the vital role that only volunteers can fill (see the IDOC [Volunteer Handbook](#)). Solicit from the participants a commitment regarding their role and its value.

**Time: 10 to 15 minutes**

### Instruction and Experiential Activities:

- 1) Review and discuss the models in the IDOC [Volunteer Handbook](#).
  - a) Ask participants to compare their own beliefs as you discuss each model.
- 2) Review and discuss the "What Works" information in the IDOC [Volunteer Handbook](#).
  - a) How does the research compare with various models from the past? What did they have right and what did they have wrong.
  - b) Questions and answers.

**Time: 45 minutes**

- 3) Discuss criminal thinking (see the IDOC [Volunteer Handbook](#)).
  - a) Engage the participants in a discussion about their own beliefs and the concept of criminal thinking. Check for both understanding and affective responses that indicate the participants can value if not endorse the criminal thinking concept. It should be noted that many religious teachings support the concept that thinking drives behavior and to change behavior one must first change thinking.
  - b) Organize the participants in small groups of no more than 5. Give each group a case study (provided with the IDOC-approved PowerPoint presentation). Have each group discuss the case study and report on how the offender's thinking might influence his behavior. Have each group report out to the large group.
  - c) Reorganize the participants in the same small groups. Have each group analyze and if appropriate modify the conclusion regarding how the offender's thinking might influence his behavior (this should be brief). Have the group plan and evaluate an appropriate response that might help the offender look at his thinking. Have each group report out to the large group.
  - d) Have a member of each group role play the response that the group formulated. Either play the role of the offender yourself or have another staff member play the offender's role. Have each group evaluate the response and role play.
  - e) Questions and answers.

**Time: 2 hours**

- 4) The Successful Volunteer (see the IDOC [Volunteer Handbook](#))
  - a) Discuss the elements that make volunteers successful, using examples of criminal thinking and how successful volunteers incorporate the understanding of criminal thinking when deciding how to handle situations with offenders.
  - b) Questions and answers.

**Time: 1 hour**

- 5) Boundaries
  - a) Prison security and the reasons that boundaries are critical to prison safety.
  - b) Discuss examples of boundary issues.
  - c) Break into small groups. Give each group a different example. Have the groups discuss their examples and decide on an appropriate response.
  - d) Have each group report their example and their response. Have the large group evaluate the response and give suggestions as appropriate to improve the response.
  - e) Break back into the small groups. Have two people role play the example and the response. Have the rest of the group observe and critique the role play.
  - f) Questions and answers.

**Time 1 hour**

- 6) The roles of volunteers and mentors
  - a) Discuss the differences between the roles of volunteers and mentors.
  - b) Discuss the meaning of level 1 and regular volunteers.
  - c) Questions and answers.

**Time: 20 minutes**

7) Prison Culture

- a) Discuss organizational culture. Encourage the participants to discuss their own experience regarding the culture of another organization such as their own work, home, school, church etc.
- b) After the participants have described several organizations with their own cultures, ask the participant if everyone involved in the culture would see it the same way. At home, do the kids see the culture the same as the parents? At work does management see the culture the same as front line employees? At church, do the parishioners see the culture the same as the pastor or leadership team?
- c) Now discuss prison culture, recognizing that the inmates will see it differently than the staff. Line staff will see it differently than management and inmates. Central office will see it another way. Volunteers will have their own take on it.
- d) Discuss the cultural problems that may exist in a prison where so many antisocial personalities are forced to live together 24/7.
- e) Help volunteers endorse the idea that they are there to help individuals change their lives, not get involved in or attempt to change the prisons' culture. If they help individuals, the culture will improve. Be clear that volunteers must be careful to avoid getting involved in the inmates' version of the culture.
- f) Questions and answers.

**Time 20 minutes**

8) Manipulation and Con Games

- a) Introduce the idea that manipulation is a common human behavior. People begin learning manipulation at babies. It is not in itself a bad thing. However, for some people, especially criminals, manipulation becomes the primary method with which they get what they want.
- b) Discuss the reasons inmates will use manipulation. What do they hope to get out of it?
- c) Discuss the various methods inmates will use to manipulate.
- d) Remember that offenders may manipulate out of habit (it's just the way they operate without really thinking about it) or they may do it with forethought and malice. Either way, a volunteer's response should not vary.
- e) Break into small groups. Give each group an example of manipulation. Have the group formulate the best method for handling the situation. Have each group report out to the large group about the example and their method for handling it. Have the large group critique the response and offer suggestions for improvement.
- f) Break back into small groups. Have two people (use different people for each role play) role play the example and the response. Have the rest of the group evaluate. If the response didn't work, have two other people try it.
- g) Questions and answers.

**Time: 1 hour**

9) Emergency Response

- a) Stress the importance of safety and security in a prison environment and how quickly one small mistake can escalate into a full-blown riot.
- b) Point out how staff members are outnumbered and how professional and appropriate relationships reduce the risk to lives, even in a riot situation. Also point out that when those professional relationships do not exist, a riotous situation can be vindictive and vicious.
- c) Working in a prison should not be taken lightly.
- d) Discuss the response codes and their meanings.
- e) Stress that any staff member or volunteer's first responsibility, even though it may seem to delay an immediate response to a situation, is to report to central control. Check for understanding that the participants understand why this is vital and that they can support the concept of reporting first, acting second.
- f) Stress that the Department does not want volunteers involved in an emergency situation, nor does the Department see them as a staff member expected to be engaged in the confinement or resolution of an incident. The shift commander may ask for help to relieve a staff member from a non-essential post to increase the number of employees available to contain and resolve an emergency. Stress that the



volunteer is not required to help. Volunteers are free to leave once their identity has been confirmed. (Point out that departure from a facility may be delayed during an emergency. Control will be very busy. To ensure that the disturbance isn't part of an escape plan, security will be very careful to identify each person leaving. If a volunteer witnessed any part of the situation, they may be required to write a report before leaving the facility.) The Department's primary goal is to keep everyone safe. Volunteers should never accept any assignment that puts them at risk and should decline any task they are not willing to do.

- g) Explain the primary functions of responding to an emergency: verify, contain, evacuate (or extract those not involved), resolve, and return to normal functioning.
- h) Questions and answers.

**Time: 30 minutes**

10) Hostage situations

- a) Explain that every individual working in a prison is at risk of becoming a hostage. A person's first defense actually begins long before being taken hostage. Chances of survival increase substantially if the offenders respect you because of your ethics and integrity.
- b) If you are taken as a hostage it is important to do the following:
  - i) Recognize and accept the fact that you have been taken hostage.
  - ii) The first 15 to 45 minutes are the most dangerous. The beginning of an incident is the most dangerous for all concerned. The captors are going through highly emotional states during the initial confrontation with authorities.
  - iii) Be patient; time increases your odds.
  - iv) Be prepared to remain a hostage for an extended period of time.
  - v) Do not take any action that may increase stress for the hostage taker or other hostages.
  - vi) Generally, do not attempt to escape. (If your escape attempt is unsuccessful, you may be injured or mistreated. If you are successful, you may create additional hardships for hostages left behind.)
  - vii) Do not offer suggestions or be argumentative. If you offer a suggestion your captor uses and it goes wrong, they may think you are trying to set them up. This could lead to violence towards you or other hostages.
  - viii) Follow the hostage-taker's instructions.
  - ix) Avoid intellectual or philosophical discussions.
  - x) Don't isolate yourself. It's easier to harm an object than a person. So if you can make them see you as a person, you've gone a long way to surviving that situation. Use good judgment. Don't try to talk with the hostage takers during stressful moments. Wait for lulls in time. Resist becoming hysterical. Do help them see you as a person. "I'm worried about my kids. I should have been home by now. They're alone." Express positive outcomes. "We're going to be okay." Show emotions but remain in control.
  - xi) Never try to negotiate when you are a hostage.
  - xii) Pay attention to details. Upon release, you may be able to assist authorities with what you observed. If you're released before other hostages, details can save lives.
- c) If you believe a rescue attempt is taking place:
  - i) Hit the floor and stay down.
  - ii) Keep your hands on your head and do not make any fast moves. Rescuers can't tell the hostages from the hostage takers. Sometimes hostage takers will switch clothing with the hostages. Hostages have been killed by rescue teams because they stand up or don't follow orders.
  - iii) When staff orders you out, follow directions quickly and prepare when greeted by authorities to be frisked and possibly handcuffed until they can sort everything out. It is not personal. They are simply trying to keep you and everyone else safe.
  - iv) Questions and answers.

**Time: 30 minutes**

#### Lesson Closure:

##### 11) Adjourn

- a) Thank the participants for their time and for their willingness to provide volunteer services.
- b) Conduct a final question and answer session.
- c) Explain the next step, which is site orientation. Explain how this will be done at each site. (The trainer must contact any sites that have volunteers in the training to see how they are going to schedule the on site orientation: will the site coordinator contact the volunteer, or should the volunteer contact the site coordinator, or is the orientation already scheduled?)

---

#### Assessment/Evaluation:

- 12) Trainers evaluate throughout the training during each module by checking for understanding and ending each session with questions and answers.
  - 13) Give post test.
  - 14) Have participants complete Appendix F, *New Volunteer Training Evaluation*.
-

**IDAHO DEPARTMENT OF CORRECTION**

**New Volunteer Training Evaluation**

Date: \_\_\_\_\_ Location: \_\_\_\_\_

Trainer(s): \_\_\_\_\_

\_\_\_\_\_

The training location/environment was (select one):

☐ Excellent   ☐ Okay   ☐ Good (but inconvenient)   ☐ Uncomfortable   ☐ Dreadful

**Content:**

What was clear? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What was unclear? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What could be improved? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**IDAHO DEPARTMENT OF CORRECTION**

**New Volunteer Training Evaluation**

Date: \_\_\_\_\_ Location: \_\_\_\_\_

Trainer(s): \_\_\_\_\_

\_\_\_\_\_

The training location/environment was (select one):

☐ Excellent   ☐ Okay   ☐ Good (but inconvenient)   ☐ Uncomfortable   ☐ Dreadful

**Content:**

What was clear? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What was unclear? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What could be improved? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**IDAHO DEPARTMENT OF CORRECTION**

**Facility Assigned Offender Numbers**

For the Purpose of Approving Volunteers/Mentors

Facility Assigned Offender Numbers	
CWC--Boise	43010
CWC--Idaho Falls	43014
CWC--Nampa	43012
CWC--SICI	43015
CWC--Twin Falls	43013
ICC	43009
ICIO	43003
IMSI	43005
ISCI	43001
NICI	43004
PWCC	43007
SAWC	43006
SBWCC	43016
SICI	43002